

PRE-ORDERING INTERFACES

Pre-ordering information allows a CLEC to determine certain information that may be needed when utilizing resold local exchange services. That information includes: the availability of features and services; assignment of a telephone number; advising the customer of the due date; and validating a street address for service order purposes. This information is only required for those orders involving new service or changes such as adding features, and is not required for existing customers simply changing local service providers.

**Address
Validation**

The Regional Street Address Guide (RSAG) provides individual end user location/address data and associated serving central office switch information. The central office switch information (NPA/NNX) can then be used to access P/SIMS.

**Service and
Feature
Availability**

The Products & Services Information Management System (P/SIMS) provides service and feature availability by central office and a listing of carriers providing interLATA and where applicable intraLATA services.

**Telephone
Number
Assignment**

The currently available package of pre-ordering information also provides the capability to reserve telephone numbers. Telephone number reservation provides the CLEC the ability to request a pre-determined number of telephone numbers within a CLLI (Common Language Location Identification). (See "Telephone Number Reservations" Section in the Resale Ordering Guidelines.)

**Due Date
Offerings**

The DOE Support Application (DSAP) is a system that provides guidelines for negotiating due dates. The Local Exchange Navigation System (LENS) provides access to DSAP.

OBTAINING INFORMATION FROM CUSTOMER SERVICE RECORDS

An itemized list of the local services on an end user's customer record can be provided to the CLEC with appropriate end user authorization. This may be obtained in any of the three ways listed below.

**Three Way Call
To The LCSC**

The CLEC may call the LCSC with the end user customer on the line to authorize the release of the customer's record information.

**Submitting an
LOA Prior to a
Firm Order**

Prior to submitting an order for local service, the CLEC may provide BellSouth with a copy of an end user Letter of Authorization (LOA). A form letter which should be used for this purpose is included in this section.

**Provided with
FOC on Switch
As Is Requests**

A copy of the customer's record is provided when the LCSC processes the initial order to switch a BellSouth end user's account to a CLEC without changes. The information is provided as a confirmation of the services that will be billed to the CLEC. This information will be provided via facsimile.

A sample of the end user information is provided in this section.

SAMPLE OF CUSTOMER RECORD INFORMATION PROVIDED

770 555 5555 555			*CSR*	DECEMBER 13, 1996	
			Customer Name 123 Main Street Anytown, GA 30201		
NUMBER	CHARGE	ITEM	***** BELLSOUTH *****		
2	X.XX	9LM	FCC CHARGE FOR NETWORK ACCESS		
2	X.XX	1ARGE	MESSAGE RATE SERVICE EXPANDED LOCAL SERVICE RESIDENTIAL LINE INCLUDES TOUCH-TONE		
2	X.XX	AH8	TELECOMMUNICATIONS RELAY SERVICE		
1	X.XX	CREX4	CUSTOM TOLL RESTRICTION		
1	X.XX	BSXUP	CALLING CARD		
2	X.XX	SEQ1X	INSIDE WIRE MAINTENANCE SERVICE PLAN		
1	X.XX	NXMCR	TOUCHSTAR SVC, CALLER ID DELUXE NAME/NUMBER DELIVERY WITH ANONYMOUS CALL REJECT		
1	X.XX	NSY	TOUCHSTAR SERVICE, CALL BLOCK		
1	X.XX	MWW	MESSAGE WAITING - STUTTER DIALTONE		
1	X.XX	MFD2X	MULTIPLE FEATURE CREDIT FOR TWO FEATURES		
1	X.XX	MBBRX	MEMORYCALL ANSWERING SERVICE, RESIDENCE		
1	X.XX	GCY	CALL FORWARDING DON'T ANSWER		
1	X.XX	GCE	CALL FORWARDING BUSY LINE		
	XX.XX		BILLED LOCAL SERVICE		

The printout contains an itemized list of local service items (USOCs), quantity of each USOC, the total charges for that quantity and, where available, the English translation of the USOC.

FORM - LETTER OF AUTHORIZATION

This letter should be faxed to the LCSC as a request for a BellSouth Customer Service Record.

Date: _____

TO: BellSouth Local Carrier Services Center

The undersigned appoints (Company) _____

as agent to request my private BellSouth Customer Service Record in anticipation of converting

to (Company) _____ for the provision of local service.

BellSouth may deal directly with my Agent and provide the requested records.

FROM: Customer Name: _____

Customer Service Address: _____

Main Account Telephone Number: _____

Authorized Customer Signature: _____

TELEPHONE NUMBER RESERVATIONS - UNBUNDLED PORTS

Reserving Telephone Numbers for End User Assignment

As an alternative to establishing an electronic pre-ordering arrangement for telephone number assignment (see Pre-Ordering Interfaces), CLECs may choose to reserve a pool of numbers for Unbundled Ports which will allow the "pre-assignment" of numbers for end users. Telephone numbers may be reserved by submitting a Number Reservation Request - Unbundled Ports. The form and instructions for completion are provided in this section. Prints of the reserved telephone numbers (example included in this section) will be returned to the CLEC by fax unless a disc is requested on the request submitted to LCSC.

A maximum of 100 telephone numbers per CLLI (Common Language Location Identifier) may be reserved for a maximum of three months. It is up to the CLEC to manage its pool of numbers so as to prevent duplicate number assignments and monitor the reserved numbers for exhaustion. Additional numbers can be requested as required.

The CLEC may assign a reserved telephone number as appropriate during negotiations with end users. However, the CLEC must advise the end user that the number cannot be guaranteed until service is installed.

Note: Reserved numbers are not permanently assigned to an CLEC. As numbers are freed up by end user activity, they will be returned to the general purpose pool which is controlled by BellSouth.

Special Considerations

Some end user locations are served by multiple switches which may support different services. It is the CLEC's responsibility to take this into consideration when assigning a telephone number.

At times, it is necessary for BellSouth to introduce a 'switch freeze' for switch replacement activity. When this happens, number reservation in BellSouth systems is disallowed.

ONLY POTS (Plain Old Telephone Service) numbers may be reserved. DID number scopes, series hunting, TERs (Terminals), HMLs (Hunting Multi-Line), Special Numbers, etc., must be assigned by the LCSC on a case-by-case basis to meet needs for specific service order activity.

Some switches serve multiple local calling areas. The LCSC will have a list of these exceptions, for proper administration of number reservations.

Telephone Number Reservation Request - Unbundled Ports

The Telephone Number Reservation Request - UNBUNDLED PORTS is designed to reserve blocks of telephone numbers associated with specific CLLI (Common Language Location Identifier) codes. It can only be used to reserve POTS (Plain Old Telephone Service) numbers. DID number scopes, series hunting, TERS, HMLs, etc., must be assigned by the LCSC on a case-by-case basis to meet needs for specific Local Service Request activity.

A copy of the request form follows these instructions. Following are definitions for the requested data.

Date: The date the CLEC submits the Number Reservation Request to the LCSC.

Page 1 of ____: Enter the appropriate page #s at the top of each Telephone Number Reservation Request - UNBUNDLED PORTS form submitted.

A. - Competitive Local Exchange Company

Co/OCN: The Company Name and 'Operating Company Number' for the CLEC submitting the Number Reservations Request.

FAX #: The CLEC's fax number for receipt of the reserved numbers.

Requested By: The name of the person completing the Number Reservations Request who is responsible for coordination of the request and any related questions.

Tel #: The telephone number of the person submitting the Number Reservation Request.

Remarks: Available for the issuer to provide any additional information that would assist in processing the request for number reservation.

☐ Disk Requested?: Check this box if you desire to have the reserved telephone numbers file(s) mailed on a 3 1/2 inch floppy disk. The disks are in Microsoft Word v.6.

If Yes, Mailing Address: The disk will be mailed to the address provided here to the attention of the person submitting the telephone number reservation request.

Telephone Number Reservation Request - Unbundled Ports

B. - Reservation Request Details

CLLI: 11 Alpha/Numeric Character Common Language Location Identifier code.

Number to Reserve: A maximum of 100 telephone numbers can be reserved at a time.

Reserve Until Date: Telephone numbers can be reserved for up to three (3) months.

Confirmation Number: This field will be completed by LCSC. The Confirmation Number will be found on the printout with numbers reserved for the designated CLLI.

Number Reserved: This field will be completed by LCSC, if required. It will only be populated if LCSC was unable to completely fill your request.

Reserve Until Date: This field will be completed by LCSC, if required. It will only be populated if LCSC was unable to reserve the numbers for the period of time requested.

C. - Reservations Provided By

BellSouth Service Representative: The name of the BellSouth Local Carrier Service Center (LCSC) employee who is responsible for providing the CLLI code telephone number reservations.

Telephone Number: The telephone number of the BellSouth Service Representative.

Remarks: Available for the BellSouth Service Representative to provide any additional information required.

BELLSOUTH NUMBER RESERVATION REQUEST

UNBUNDLED PORTS

Date / /

Page 1 of _____
Fax # 800-872-7059

A. Competitive Local Exchange Company

Co/OCN _____

FAX # ()- -

Requested By _____

Tel # () - -

Remarks _____

☐ Disk Requested? If yes, mailing address: _____

B. Reservation Request Details

[illegible]

DID Number Scopes, Hunting Series, TERs, HMLs, Special Numbers, etc. must be assigned by the LCSC

B. Reservations Provided By

BellSouth Service Rep _____

Tel # 800-872-3116

Remarks _____

Unbundled Ports Telephone Number Reservations

Sample of Faxed Print or Disk File

C O SWITCH: RSWLGAMADS1
 CONFIRMATION NUMBER: 73D4E9G
 CUSTOMER NAME: AUDIO COMMUNICATIONS
 CUSTOMER TN: 770-451-0883

NPA NXX-LINE	DATE	CONFM #	CUSTOMER NAME	CUSTOMER TN	ORIG?
770 645-0471	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-0792	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-0859	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-1085	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-1097	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-1101	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-1106	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-1325	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-1527	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-2180	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-2263	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-2360	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-2390	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-2462	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-2551	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-3156	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-4320	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-4635	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-4679	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-5231	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-6565	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-7258	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-7928	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-8942	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-8971	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-9683	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	
770 645-9857	08/14/96	73D4E9G	AUDIO COMMUNICATIONS	770 451-0883	

SPECIAL NUMBER ASSIGNMENTS

Description

A special telephone number is a number that is not randomly assigned by BellSouth mechanized systems. These are end user requests for either a specific telephone number or for an easy to remember telephone number. Following are some examples of possible requests.

<i>TYPE</i>	<i>EXAMPLE</i>
Sequential Numbers	321-1234
Numbers Used to Spell Words	321-3425 or 321-DIAL
Identical Numbers	321-1111
Telephone Number Listed in the Directory Using Alpha in Lieu of Numeric Characters	529-BABY
Any digit(s) is Specified	XXX-X6XX or XXX-XX9X or XXX-XX55

Restrictions

- This service is available only where facilities or arrangements permit.
- Number alternatives are limited to those normally available for the serving central office or wire center which provides the access line. The end user is limited to the available options for the first three (3) digits (NXX) of the special telephone number.
- A Special Number Assignment Charge (SNAC) applies for the search only (if unsuccessful) or for the search and assignment (if successful) of special telephone number(s) per request, per telephone line. The search only charge will apply even if the order is subsequently cancelled.
- Only three (3) searches per line per charge are allowed, unless the customer agrees to pay an additional Special Number Assignment Charge(s).
- A search will not be made for a number unless an end user is placing an order.

Special Number Assignments (continued)**Guidelines**

The Special Number Assignment Charge (SNAC) applies whether or not the search is successful. SNAC is applicable due to the work required to search for and/or assign a workable number. Therefore, the charge billed to the CLEC end user is non-refundable.

The SNAC applies in addition to other applicable charges.

Where two or more NXXs are available, it is not considered a special number request when the customer requests one NXX over another in the area.

Request for an Easy Number

An end user may request an easy number if they do not wish to choose a specific telephone number. When an easy number is desired, the customer is provided with three (3) "easy number" candidates from which to choose.

Request for a Specific Number

An end user should be allowed to designate up to three (3) choices for a number(s) in order of desirability. For example:

- a. (1st choice) - XXX-1234
- b. (2nd choice) - XXX-4321
- c. (3rd choice) - XXX-4343

The request should always be submitted specifying the desired digits, whether the request is for a specific number, a specific numerical pattern or a request for alpha characters to be listed in the directory in lieu of numeric characters.

If none of the end user choices are available, a telephone number will be randomly assigned and returned on the FOC.

END USERS WITH DISABILITIES

Directory Assistance Exemption

BellSouth offers local Directory Assistance at no charge on calls from an approved telephone line for end users with disabilities. End Users who are Legally Blind, or are Visually or Physically Disabled may qualify for the exemption.

When a CLEC end user wishes to apply for the local Directory Assistance exemption, the CLEC should provide the end user with the application included in this section. If an end user already has a disability exemption for local directory assistance and switches to another local service provider, a new application must be completed. The CLEC is responsible for maintaining the end user application in it's files.

The end user should return the application to the CLEC. After review by the CLEC to insure the application is complete, the application, along with proof of the disability, must be mailed to the BellSouth Telecommunications Center for Customers with Disabilities (TCCD). **The TCCD does not accept Local Service Requests. Only applications for end user disability exemptions or special equipment inquiries or orders after local service is established are accepted.**

The completed application and appropriate documentation from the end user, should be **mailed** to:

Telecommunications Center for Customers with Disabilities
BellSouth - Room 205N
3196 Highway 280 South
Birmingham, Alabama 35243

No credits for calls or charges prior to receipt and processing of the application (including calls or charges not yet billed) will be given.

Directory Assistance Exemption for End Users with Disabilities (continued)

The application for exemption automatically expires in two (2) years for a residential line and in one (1) year for a business line. In order for the end user exemption to continue uninterrupted, a renewal request must be received in the TCCD **prior** to the expiration date.

CLECs may call the following voice only numbers with questions about the local directory assistance exemption application. CLEC end users should not be referred to these numbers.

Alabama, Kentucky, Louisiana, Mississippi, Tennessee	557-6253
Florida, Georgia, North Carolina, South Carolina	780-2273
Non-BellSouth territory or outside the Region	800-982-2891

The CLEC can call the same numbers to obtain information about special services and equipment available for use by the CLECs or CLEC end users with disabilities. CLEC end users should not be referred to these numbers.

Application For BellSouth Directory Assistance Exemption

Persons whose disability prevents their use of directories will not be charged for BellSouth Directory Assistance calls billed to their approved telephone number line. All BellSouth Directory Assistance calls charged to the approved telephone number line will be automatically exempted (deleted) from the bill. The number of allowable free Directory Assistance calls may vary by state. If abuse of this exemption is confirmed by investigation, this exemption could be removed.

Those having the following disabilities may qualify for exemption:

- * **Legally Blind** - Those whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.
- * **Visual Disabled** - Those whose visual disability, with correction and regardless of optical measurement with respect to "Legal Blindness" are certified as unable to read normal printed material. (This includes telephone book size characters.)
- * **Physically Disabled** - Those who are certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitations.

(Examples of physical disability cited are: loss of hands, or use or control of hands; constant severe tremor, spasticity or paralysis; noncorrectable double or triple vision; incapacitating confinement as in iron lung; severely debilitating conditions such as found in advanced stages of certain diseases.)

- * **The Federal Register (Vol. 35 #126, dated Tuesday June 30, 1970) is the reference source for these definitions.**

If you need an exemption for business use or employment, you must complete an application for that request also.

Please print clearly or type and return completed application to the address below:

(Insert appropriate CLEC address)

NOTE: This application is for a Residence - 2 year period or for a Business - 1 year period. At the end of that period, a renewal application will be requested which will not require recertification. For information about free Directory Assistance for long distance numbers, please call your long distance company.

Application For BellSouth Directory Assistance Exemption

Area Code _____ Telephone Number _____

Billing Name _____

Street Address _____

City, State, Zip _____

Name of Disabled User _____
(First Name) (Middle Name or Initial) (Last Name)

Relationship to Person Billed for Service _____
(e.g., self, sister, mother, father, brother, roommate, employer, etc.)

Explain the nature of the disability which prevents the use of the Directory.

Residence and Business Exemptions:

Signature of Disabled User _____

Business Only:

Telephone Number Assigned to Disabled User _____

Signature of Person Responsible for Billing _____

Title, Department Name _____

IMPORTANT !!

Attach a letter from your physician, clinic or appropriate group/agency verifying your disability. The letter must be on the official letterhead of the physician, etc.

Note: Your telecommunications company will not be responsible for any charges incurred to obtain certification.

Please mail the completed application with attached certification letter to the address shown on page 1 of this application.

END USERS WITH DISABILITIES

BellSouth IntraLATA Long Distance Reduced Rates

BellSouth offers reduced long distance rates for calls from an approved telephone line for end users with disabilities. End Users with an Impairment of Hearing or an Impairment of Speech may qualify for the exemption.

When a CLEC end user wishes to apply for reduced BellSouth long distance rates, the CLEC should provide the end user with the application included in this section. If an end user already has a disability exemption for reduced long distance rates and switches to another local service provider, a new application must be completed. The CLEC is responsible for maintaining the end user application in it's files.

The end user should return the application to the CLEC. After review by the CLEC to insure the application is complete, the application, along with proof of the disability, must be mailed to the BellSouth Telecommunications Center for Customers with Disabilities (TCCD). **The TCCD does not accept Local Service Requests. Only applications for reduced rates or special equipment inquiries or orders after local service is established are accepted.**

The completed application and appropriate documentation from the end user, should be **mailed** to:

Telecommunications Center for Customers with Disabilities
BellSouth - Room 205N
3196 Highway 280 South
Birmingham, Alabama 35243

No credits for calls or charges prior to receipt and processing of the application (including calls or charges not yet billed) will be given.

BellSouth IntraLATA Long Distance Reduced Rates for End Users with Disabilities
(continued)

The end user must contact their long distance carrier, if other than BellSouth, for information concerning reduced rates for their service.

CLECs may call the following voice only numbers with questions about the local directory assistance exemption application. CLEC end users should not be referred to these numbers.

Alabama, Kentucky, Louisiana, Mississippi, Tennessee	557-6253
Florida, Georgia, North Carolina, South Carolina	780-2273
Non-BellSouth territory or outside the Region	800-982-2891

The CLEC can call the same numbers to obtain information about special services and equipment available for use by the CLECs or CLEC end users with disabilities. CLEC end users should not be referred to these numbers.

Application For Reduction In BellSouth Long Distance Charges

How To Apply For A Reduction In Charges

Persons whose hearing or speech impairment requires their use of a teletypewriter or telecommunications device for the deaf for telephone communications are eligible for reduced long distance rates.

Those qualifying for reduction are: a) persons with hearing impairment as defined on the last page of this application; or b) persons with severe speech impairment as defined on the last page of this application. Reductions will be provided where the telephone is in the disabled person's name, or in the name of a member of his or her household.

The long distance reduced rates which may apply are:

Long Distance dial station-to-station (DDD) day or evening calls originated from a designated residence telephone associated with a Portable Communications Terminal or TDD/TTY. The reductions are as follows:

- a DDD call made in the day rate period will be billed at the evening DDD rate;
- a DDD call made in the evening rate period will be billed at the night DDD rate

Please print clearly or type the application according to the following instructions.

- a* Give your name and address.
- b* Fill in the name and address of the customer to whom the telephone is billed.
- c* Fill in the 10-digit telephone number.
- d* Provide the manufacturer's name, model number and serial number of the TDD/TTY device. The manufacturer's name should be on the face of the TDD/TTY equipment, the model and serial numbers generally are on the back. Check with your supplier if you can't locate these numbers.
- e* After completing sections a, b, c and d, please provide acceptable certification in item 7. This certification must be either one of the following:
 - Signature of a physician, otolaryngologist, or licensed speech-language pathologist or audiologist, or of the authorized representative of a social agency that conducts programs for the hearing or speech impaired in cooperation with an official agency of your state.

OR

 - As an alternative, you may submit a previous certification establishing the impairment of your hearing or speech, such as those which qualify you for social security benefits on the basis of total hearing impairment or for use of facilities of an agency for the hearing or speech impaired.

In either case, be certain to complete item 9. Then sign and date the application.

- f* Mail the completed form to:

Insert appropriate CLEC address

Application For Reduction In BellSouth Long Distance Charges

a 1. Name of the person applying for reduction 2. Address	First Initial Last Street City State and ZIP Code
b 3. Name of the customer to whom telephone is billed 4. Billing address (if different from 2)	First Initial Last Street City State and ZIP Code
c 5. Telephone Number	Area Code Telephone Number
d 6. List the manufacturer's name, model number, and serial number of the TDD or TTY device.	_____ _____ _____
e 7. Signature of authorized agency representative or physician, otolaryngologist or licensed speech-language pathologist or audiologist <p style="text-align: center;">OR</p> 8. Check box and provide copy of previously obtained certification 9. Name and address of authorized agency or person making certification	I certify that the applicant has impairment of hearing or severe speech impairment, on the basis of the procedure shown on page 3 of this application, and qualifies for reduction in charges for TDD/TTY communications. _____ <div style="display: flex; align-items: center;"> <input style="margin-right: 10px;" type="checkbox"/> </div> _____ _____ _____

Signature of person applying for reduction (or if signature of person signing for applicant, please indicate relationship).

Signature

Date

Relationship

Application For Reduction In BellSouth Long Distance Charges

Impairment of Hearing

The American Academy of Otolaryngology (A.A.O.) has developed the following procedure for measuring and calculating the percentage impairment of hearing.

1. Using an audiometer that is calibrated according to American National Standard Specifications for Audiometer, S3.6--1969, readings are made on the "hearing threshold level dial" to determine the hearing level for pure tones of the frequencies of 500, 1000, 2000 and 3,000 Hz.
2. These readings show the number of decibels (dB) that the listener's threshold of hearing lies above the standard audiometric zero for each frequency.
3. The hearing level for speech is the average of the audio-metric measurements made at the four frequencies, computed separately for each ear.
4. Under the criteria used by the A.A.O., 60 per cent impairment is reached when the average hearing level for pure tones in the better ear is 65 dB.
5. Where the average level is higher than 65 dB, the hearing impairment exceeds 60 per cent.

In addition, certain individuals may have less than 60 per cent impairment for pure tones, but have poor speech discrimination. Written confirmation from an audiologist or an otolaryngologist certifying that an individual's speech discrimination precludes normal use of the telephone will also be accepted by the company as qualification for discounts.

Impairment of Speech

The American Medical Association's Committee on Rating of Mental and Physical Impairment recommends the following procedure for evaluating speech impairment as to three categories: audibility, intelligibility, and functional efficiency. *

Judgments of speech impairment should be based on direct observation of the person's speech and on reports of the person's performance in situations of everyday living. Following is a summary of the recommended standardized procedure for evaluation:

1. Place the person approximately eight feet from the examiner in a "reasonably quiet" environment.
2. Interview the person to permit observation of speech in ordinary conversation.
3. Observe the person's speech in reading aloud a simple prose paragraph.
4. The examiner should record his or her judgment of the person's speech capacity in the three categories with reference to the following classifications (65 to 85 per cent of impairment, according to the AMA Committee's guidelines):
 - Audibility - Can produce speech of intensity sufficient for a FEW of the needs of everyday speech communications; can barely be heard by a close listener...able to whisper audibly, but has no voice.
 - Intelligibility - Can perform a FEW of the necessary articulatory acts for everyday speech communications; can produce some phonetic units...however, unintelligible out of context.
 - Functional Efficiency - Can meet a FEW of the demands of articulation and phonation for everyday speech communication...such as single words or short phrases...speech is labored; rate is impractically slow.
5. The degree of impairment of speech function is equivalent to the greatest percentage of impairment as recorded for any one of the three categories.

* See "Guides to the Evaluation of Permanent Impairment", 109-111, American Medical Association, 1971.